



WHY DO YOU NEED A MANAGED SERVICE?

- ✓ Highly customizable technology support service that can be geared specifically to your company's needs, budget, and technology.
- ✓ Provides a central point of contact for all IT issues and request.
- ✓ Extension of your IT department, taking care of routine IT helpdesk calls and system management around the clock, freeing up your IT staff to focus on more important projects.



COOPER SOFTWARE CAN HELP

We provide outsourced IFS administration, capable of maintaining and enhancing your IFS solution and allowing your business to focus on the day to day running of your business.

LET COOPER SOFTWARE MANAGE YOUR IFS

Our managed service for IFS offers:







- ✓ Full-time IFS support team all with IFS academy accreditation supported by wider consulting team.
- ✓ Multi-tiered SLAs including 24/7 cover available, with service catalogues ranging from technical, administration and consulting services from 1st line to 3rd line services.
- ✓ Online knowledge base and support centre specific to client.
- ✓ Weekly, monthly and quarterly reporting.
- ✓ Health check available to clients where they have point enquires or issues (typically around performance and IFS setup).
- ✓ A close working relationship with IFS Support to minimise client issues and resolution turnaround.



SERVICE CATALOGUE OVERVIEW

We have a team of IFS and ERP experts capable of managing our customers IFS installations to ensure business continuity.

Our Service Catalogue is structured to provide a 'shopping list' of services that can be tailored to suit your business needs. These include:

 TICKET HANDLING (ALL AREAS)	 PREVENTATIVE MAINTENANCE	 IFS ENVIRONMENT MANAGEMENT	 DEVELOPMENT	 USER ADMINISTRATION	 CONSULTANCY
<div data-bbox="134 1143 321 1297">Application Errors</div>	<div data-bbox="365 1143 555 1315">Background Job Monitoring</div>	<div data-bbox="602 1143 789 1297">Extended Server Maintenance</div>	<div data-bbox="836 1143 1023 1297">Bespoke API Development</div>	<div data-bbox="1066 1143 1253 1338">User Creation & Profile Management</div>	<div data-bbox="1300 1143 1487 1655">Regular on site consultancy to ensure you are always getting maximum 'bang for your buck' from your IFS installation</div>
<div data-bbox="134 1315 321 1469">"How do I...." type questions</div>	<div data-bbox="365 1315 555 1487">IAL Refreshes</div>	<div data-bbox="602 1315 789 1533">Print Server / Agent / Queue Management</div>	<div data-bbox="836 1315 1023 1487">Report Creation & Maintenance</div>	<div data-bbox="1066 1315 1253 1556">Permission Set Management</div>	
<div data-bbox="134 1487 321 1705">3rd Party Ticket Handling (IFS, etc)</div>	<div data-bbox="365 1487 555 1660">Error Log Management</div>	<div data-bbox="602 1487 789 1705">IFS Patch Deployment</div>	<div data-bbox="836 1487 1023 1682">Custom Events and RMB Creation</div>	<div data-bbox="1066 1487 1253 1717">Payroll & HR Management</div>	
<div data-bbox="134 1660 321 1901">24/7 Support Services</div>			<div data-bbox="836 1660 1023 1843">IAL Development</div>		